Vital Statistics
During the COVID-19 Pandemic

VSS Resources
December 10, 2020
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VSS Resources

- Define as, "If I need more information, to where do I go?"

VSS Resources Agenda

- Processing Times

- VRStatus

- Documentation Link

- vssrecordsmanagement@dshs.texas.gov – When to Use

- vssregistration@dshs.texas.gov – When to Use

- Determine the Status of a Record (LR & Hospitals)

- Find either Record or Amendment in Local Print Queue

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Processing Times and Status of a Request

- Link: https://www.dshs.texas.gov/vs/processing/

Processing Times

The processing time starts when we receive your application and payment.

Order through Texas.gov for the fastest service. We process first the completed overnight mail applications submitted with the required expedited fee.

Note: Processing time does not include shipping time. Incomplete applications (includes missing or wrong supporting documents) will be rejected and returned to the customer and considered closed. If a rejected application is resubmitted with corrections,

Processing Times and Status of a Request

Birth

Order Type	Texas.gov Order Processing Time*	Mail-In Order Processing Time*
Birth Certificates	10-15 days	25-30 days
Birth Verifications	10-15 days	25-30 days
Birth Certificate Correction/Amendment	Service Not Available	25-30 days
Adoptions	Service Not Available	25-30 days
Add/Change/Remove a parent	Service Not Available	25-30 days

*Processing times are listed in business days.

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Processing Times and Status of a Request

Death

Order Type	Texas.gov Order Processing Time*	Mail-In Order Processing Time*
Death Certificates	10-15 days	25-30 days
Death Verifications	10-15 days	25-30 days
Death Certificate Correction/Amendment	Service Not Available	25-30 days

*Processing times are listed in business days.

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Processing Times and Status of a Request

Marriage/Divorce

Order Type	Texas.gov Order Processing Time*	Mail-In Order Processing Time*
Divorce Verifications	10-15 days	25-30 days
Marriage Verifications	10-15 days	25-30 days

*Processing times are listed in business days.

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Status of a Request

- Link: https://www.dshs.texas.gov/orderstatus/

Check Order Status

We are committed to providing our customers with excellent customer service.

If you recently ordered a vital record from us, please see the Processing Times page to find out the average time it takes for you to receive your order.

To check the status of your order, choose the correct form below:

CERTIFICATE & VERIFICATION	OTHER APPLICATION TYPES

Status of a Request

- Select Certificate and Verification

Vital record order status

Please enter the information below so we can find your certificate or verification letter order. Only orders placed after 9/1/2019 are searchable. You cannot look up an amendment order status.

Status of a Request

- Select Certificate and Verification

- Enter at a minimum: Order number and Order date(mm/dd/yyyy).

- Optional information: Type of record (Birth, Death, Marriage, Divorce), Date of event on record(mm/dd/yyyy), First name on record, and Last name on record.

Status of a Request

Please enter the information below so we can find your certificate or verification letter order. Only orders placed afte 9/1/2019 are searchable. You cannot look up an amendment order status.

Order information

Order number

g608273

Order date (MM/DD/YYYY)

09/01/2020

Type of record Optional

Death   ✕   ⌄

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Status of a Request

Order information

Order number	Initial Order Date
G608273	**09/01/2020**
Requestor first name	Requestor last name
	SUNSET MEMORIAL FUNERAL HOME – BROWNSVILLE
Record type	Current Status
DEATH LONG	**Order Completed**
Completed Date	
09/02/2020	

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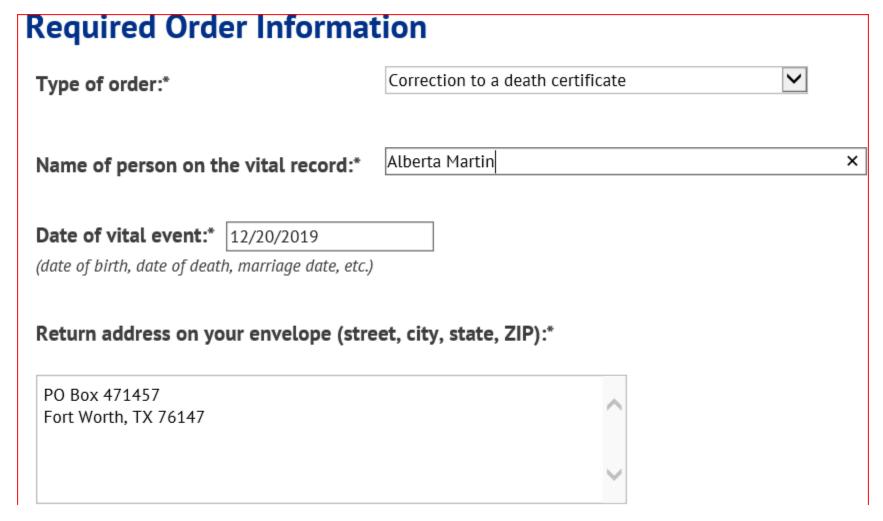# Status of a Request – Other Application Type

What is the status of my mail order?

Use this form to find out the status of a vital record order you submitted by mail. (For orders submitted on Texas.gov, see the Texas.gov Order Status form.)
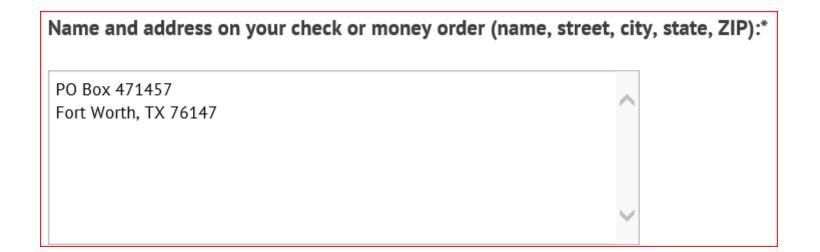
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Status of a Request – Other Application Type

- Can look up the status of a mail order. Requestor must enter full name, email address, type of order, name of person on the vital record, date of vital event, and return address on your envelope (street, city, state, zip code).

- Types of order include: Birth certificate, verification of birth, death certificate, verification of death, marriage/divorce verification, correction to a birth certificate, correction to a death certificate, add/change/remove parent from a birth certificate, adoption, and disinterment permit.

- Additional, if have: Tracking no. or 6-digit no. on check.

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Status of a Request – Other Application Type

- Example: M503397

What is the status of my mail order?

Use this form to find out the status of a vital record order you submitted by mail. (For orders submitted on Texas.gov, see the Texas.gov Order Status form.)

All fields marked with an asterisk (*) must be completed.

Requester's Contact Information

Your Name:*   greenwood funeral home
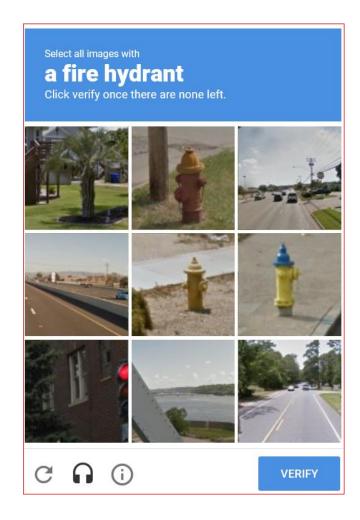
Your Email:*   info@greenwoodfh.com

Status of a Request – Other Application Type

Required Order Information

Type of order:*   Correction to a death certificate ▾

Name of person on the vital record:*   Alberta Martin   ✕

Date of vital event:*   12/20/2019
(date of birth, date of death, marriage date, etc.)

Return address on your envelope (street, city, state, ZIP):*

PO Box 471457
Fort Worth, TX 76147

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Status of a Request – Other Application Type

- Example: M503397

Name and address on your check or money order (name, street, city, state, ZIP):*

PO Box 471457
Fort Worth, TX 76147

Status of a Request – Other Application Type

- Example: M503397

Additional Information

Note: To ensure your status request is processed as quickly as possible, please provide the following information if available/applicable.

If you sent your order overnight, the *tracking number* for your sent mail:

[   ]

If your check was cashed, the 6-digit number stamped or written on the check:

Status of a Request – Other Application Type

- Example: M503397

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Status of a Request – Other Application Type

- Example: M503397

Status of a Request – Other Application Type

What is the status of my mail order?

Mail Order Status Request Received

Your request for the status of your vital record mail order has been received. Please allow up to 2 business days for a response.

VSS Resources

Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

TxEVER User & Training Guides

Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Birth Registration/AOP

- TxEVER Account Management (for local administrators)
- Birth Registration
- AOP Registration
- AOP Administration (for AOP user administrators)
- Life of a Birth Record
- Life of an AOP
- TxEVER Birth Facility User Guide
- TxEVER Birth Attorney Office User Guide

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Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Death Registration

- TxEVER Funeral Home Account Management (for local administrators)
- TxEVER Justice of the Peace/Medical Examiners Account Management (for local administrators)
- TxEVER Physicians Account Management (for local administrators)
- Death Registration (for funeral homes)
- Medical Amendments (for physicians)
- Medical Amendments (for justices of the peace/medical examiners)
- Medical Certification (for physicians)
- Medical Certification (for justices of the peace/medical examiners)
- Life of a Death Record
- TxEVER Death Funeral Home User Guide
- TxEVER Medical Certifier User Guide
- TxEVER Medical Amendments Quick Reference Guide

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Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Fetal Death Registration
- Fetal Death Registration User Guide for Medical Certifiers
- Fetal Death Registration User Guide for Funeral Homes
- Fetal Death Acceptance User Guide for Local Registrars

Local Registrars
- TxEVER Birth Local User Guide
- TxEVER Death Local User Guide
- TxEVER Remote Issuance User Guide

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Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Training Guides

The following training guides provide in-depth training of the TxEVER system.

Birth Registration

- TxEVER Birth Training Guide

Death Registration/Medical Certification

- TxEVER Funeral Home Training Guide
- TxEVER Medical Certification Training Guide

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Documentation TxEVER

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Local Registrars

TxEVER Birth Local Training Guide

TxEVER Death Local Training Guide

Training Toolkits

In addition, you may utilize these helpful toolkits for a successful transition to TxEVER.

- Training Toolkit for Birth Registrars
- Training Toolkit for Funeral Homes
- Training Toolkit for Justices of the Peace
- Training Toolkit for Local Registrars
- Training Toolkit for Physicians

VSS Resources

Documentation TxEVER – Shortcuts

- Link: https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx

Birth Registration/AOPs
- Shortcuts for AOP Certified Entities
- Shortcuts for Birth Registrars

Death Registration
- Shortcuts for Funeral Homes
- Shortcuts for Medical Certifiers

Death Registration
- Shortcuts for Funeral Homes
- Shortcuts for Medical Certifiers

Fetal Death Registration
- Shortcuts for Medical Certifiers
- Shortcuts for Funeral Homes
- Shortcuts for Local Registrars
- Shortcuts for Local Administrators

Local Registrars
- Shortcuts for Local Registrars

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VSSRecordsmanagement – When to Use

- Verify a record, such as the misspelling of a name.

- Example: On a birth record, the information for the first name is listed as Ann. On the image of a birth record, the first name is listed as Anne.

- Replacement copy of a record: Obtain a record that was created before 2019 that the state has and the local registrar does not have.

- Example: Receive an amendment in the local print queue. Do not have the original record.

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VSSRecordsmanagement – When to Use

- Email address: vssrecordsmanagement@dshs.texas.gov

Name on Record:	
Date of Birth: Date of Death:	
State File # (if known):	
Image copy or Info verification?	
Reason for request *(e.g. illegible image, asterisks in TxEVER):	

*Please include customer application and ID with requests <mark>if applicable</mark>

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VSSRegistration – When to Use

- Acknowledgement of Paternity (AOP) and AOP Rescissions including TxEVER AOP state review queues and all requests from the OAG's office

- Birth, Death, and Fetal Death Registration including TxEVER local reassignment and locally submitted records state review queues

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VSSRegistration – When to Use

- Acknowledgement of Paternity (AOP) Example: A parent states that a child's birth certificate is unavailable. You look up the status of a record, and click the Unresolved / Stakeholders button.

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VSSRegistration – When to Use

- The birth record does not receive a state file number until the AOP is approved.

- Email: vssregistration@dshs.texas.gov

- Request that the AOP for the birth record be checked.

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Determine the Status of a Record

- Scenario: Local Registrar is asked if received a birth record.
- We will search for Vera Wells, date of birth: 11/30/2020
- It is not in the Birth → Local Acceptance Queue

Determine the Status of a Record

- Log into TxEVER.

- Go to: Birth → Function → View In-progress Records

- Select the binoculars to search for the record.

Determine the Status of a Record

- Search for the record using the last name and the date of birth.

- The record should be displayed on the bottom half of the screen.

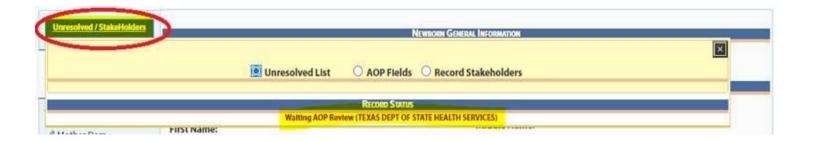- Highlight the record by clicking on it. Click the "Select Record(s)" button.

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Determine the Status of a Record

Determine the Status of a Record

- The record should be displayed on the bottom half of the screen.
- Highlight the record by clicking on it. Click the "Select Record(s)" button.

Determine the Status of a Record

- Go to the bottom of the screen. Click "GO".

Determine the Status of a Record

- Click on the Stakeholder's button on the left side of the screen
- Click the link "Unresolved / Stakeholders" to view the current status:

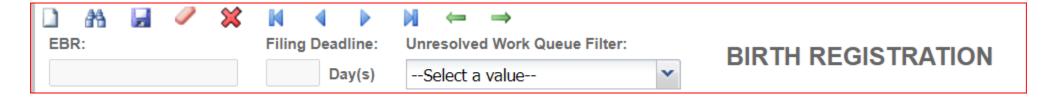# Determine the Status of a Record

- If the record has received a state file number, select Legal View. Use the same steps as listed above.

- The same type of search can be done for a death record.
  - Has not received a state file number, select In-progress Record.
  - Has received a state file number, select Legal View.

- Hospitals also can search for the status of records.

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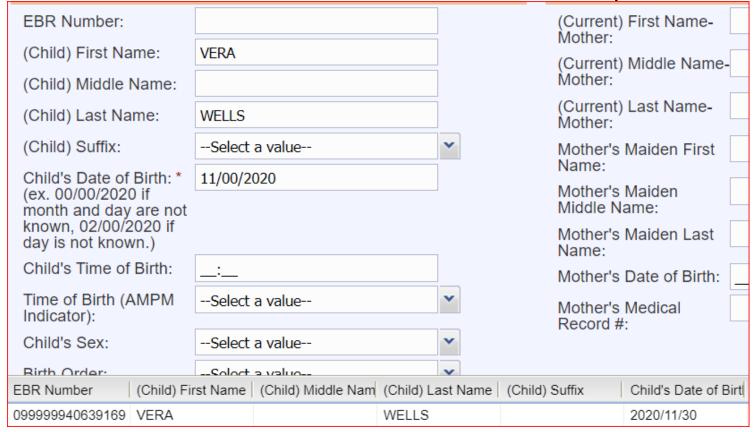Health Services

Hospital: Status of a Record

- Hospitals also can search for the status of a birth record.

- Go to: Birth → Function → Birth Registration
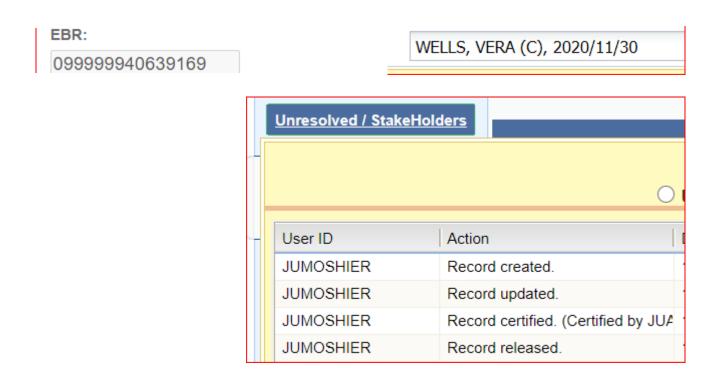
Hospital: Status of a Record

- Enter the name and date of birth. If found, record is on bottom.

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Hospital: Status of a Record

- Clicking on Unresolved / StakeHolders button shows status.

How to Find Record or Amendment in Local Print Queue to Reprint

- Search for 2019 records: Search by local file number and Change document filter

- Search for records prior to 2019: Search by state file number in print queue

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How to Find Record or Amendment in Local Print Queue to Reprint

•

Reprinting by Local File Number vs. State File Number		Search Parameters
Searching by LFN (2019 Records Only)	• Local file numbers are displayed as 8 digits long. The FIRST two digits are the Local ID Number and the LAST six digits are the File number. (Sample: LL###### - the Local ID is LL & File number is ######) • Search by only the last six numbers.	Local Print Queue Document Filter: All Death Documents •All Previously Printed •LFN Range Year: 2019 From: ###### To: ######
Searching by SFN (All Records)	• State file numbers are displayed as 10 digits long. The FIRST six digits are the file number and the LAST four digits are the year of event. (Sample: ######YYYY – the File number is ###### & year of event is YYYY) • State File numbers created in TER and migrated to TxEVER may not have the SFN displayed as 10 digits. If only 6 Digits are displayed, use all 6 Digits and the Year of event.	Local Print Queue Document Filter: All Death Documents •All Previously Printed •SFN Range Year: YYYY From: ###### To: ######

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Thank you

- Thank you for attending the Annual Conference.

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